

Extended Warranty and O&M Plan

Our comprehensive maintenance and support plan covers all EVSE operational aspects to ensure 98% annual availability and hassle-free asset ownership of all Enel X charging stations. Enel X delivers customers peace of mind, offsetting the care of charging stations into our professional hands. To get most out of the stations, the O&M Program encompasses best-in-class truck-roll services that include: parts and labor costs coverage, 24/7 remote troubleshooting, professional technicians dispatching, preventive services and robust charging station health monitoring.

What Does the Extended Warranty Cover?

The Enel X Extended Warranty Plan offers a 2 year extension to our standard 3 year limited parts-only warranty, which is provided free of charge with the Enel X family of Warranted Products including JuiceBox Pro[®], JuicePedestal[®], JuiceStand[®], JuiceRouter[®] and JuicePump[®] 50kW. For JuicePump[®] 150kW and 175kW, Enel X offers a standard 2 year warranty and a 3 year extension¹. The warranty covers defects in materials and parts during the warranty period, and is subject to the Warranted Products being used in accordance with the applicable product description and instructions. The costs associated with removal, repair and/or re-installation are not included.

Why the O&M Plan?

Enel X offers a full and comprehensive truck roll maintenance service for charging stations under the O&M Plan. Our remote monitoring will help identify problems before drivers do, ensuring stations are operational 98% of the time. On rare occasions of malfunctioning, our service teams are available for troubleshooting 24/7, and for cases that require truck roll service, Enel X will coordinate and dispatch certified professionals to address the problem in the most timely fashion. Enel X will cover the cost of technician labor, parts and a full replacement of the charging station if needed under this service. The O&M Plan may be purchased with either 3-years or 5-years of coverage, providing customers financial flexibility with two industry-standard service choices.

¹JuicePump 150kW and 175kW will be available mid-2021.

²The JuicePump UPT (universal payment terminal) and output cables are excluded from warranty coverage.

What Does the Extended Comprehensive Warranty Cover?

The Extended Comprehensive Warranty is Enel X's highest tier of warranty and support. It provides comprehensive EVSE protection and is only available when coupled with the O&M Plan. This plan includes coverage for vandalism incidents and damage caused by car accidents or excessive wear. Enel X will cover the cost of labor to repair these damages, which is limited to one instance per calendar year.

The Extended Comprehensive Warranty does not cover costs associated with cosmetic damages, negligence related problems, or damages caused by mishandling or modifications of Enel X EVSE devices.

Warranty Options

O&M Functionality	Base Warranty	Extended Warranty	O&M Plan	Extended Comprehensive Warranty
Emergency Service				24/7
Customer Service (chat & email)	24/7	24/7		24/7
Customer Service (phone)	5 AM - 10 PM PST	5 AM - 10 PM PST		5 AM - 10 PM PST
Technical Support	8 AM - 5 PM PST	8 AM - 5 PM PST		5 AM - 10 PM PST
Parts Warranty	3 years	2 additional years		For the contract duration
Labor & Truck Roll Service Cost				For the contract duration
Preventive Service				Included
Vandalism and Accident Coverage			Excluded	Limited to one instance per calendar year
Service Level Agreement				98% availability, 48-72h dispatch/repair turnaround

What is Not Covered?

The Enel X Extended Warranty, O&M Plan, and Comprehensive Extended Warranty are voided if the product has been opened or modified by any person other than the Enel X service manager or authorized service provider. Enel X does not cover damage to the product from mishandling and extreme weather events.

³Exception: JuicePump® 150kW and 175kW has a standard 2 year base warranty and a 3 year extended warranty.